

Model Series 907 - T57 Electric Step will not extend/inoperative

Topic number	LI88.30-N-078036
Version	1
Function group	88.30 - Detachable components, override guard
Date	7/13/24
Validity	907 with T57 Electric Step
Reason for change	

Complaint

T57 Electric step inop with warning on cluster.

Cause

Possible damage to end position sensors.

Remedy

Please remove lower panel on step and inspect for damage to end position sensors.

If no damage is found to end position sensors, please continue diagnosis of concern as normal.

If damage to end position sensors are found, please check the serial number on step (see attached image of serial number location)

If the serial number is below 126050:

1. Please check that the drive motor is secured to the step properly.
2. Replace the end position sensor/sensors and install them in an adjusted position that allows proper clearance between drive and sensor/sensors. (see attached image of sensor position example.)
3. Function test the step at least 5 times to check for proper clearance.

If the serial number is 126050 or higher:

1. Please open a TIPS case including images of the damaged sensor/sensors and serial number of step.

Attachments	
File	Description
Step Serial.jpg	Step Serial Number Location



[adjustment \(1\).zip](#)

Examples of adjusted sensor position to allow clearance

WIS-References

Document number	Title	Note
AR88.30-D-8507TS	Remove/install microswitch for electric step	For replacement of sensor or sensors

Disclaimer

NOTE: The information contained in this document is intended for use by trained, professional technicians with the knowledge to properly and safely perform diagnosis and repairs on Mercedes-Benz vehicles, using Mercedes-Benz approved tools and equipment. It informs service technicians about conditions that could occur in certain vehicles and provides information that could assist in proper vehicle diagnosis, service, or repair. It does not indicate that a defect is present in any vehicle referenced in this document nor does it imply warranty coverage. DO NOT assume that a symptom or condition, or a described cause of a symptom or condition, affects any particular vehicle or groups of vehicles, or that a described repair applies to any particular vehicle or groups of vehicles. There can be multiple causes resulting in the same or similar symptoms or conditions described in this document, and trained professional service technicians must use their diagnostic skills to make evaluations on a case-by-case basis. The information contained in this document does not guarantee warranty coverage nor does it extend the vehicle's warranty in any way.

Symptoms

Body > Door/Flap > Power closing > Malfunction

Parts

Part number	ES1	ES2	Designation	Quantity	Note	EPC
A9069820100			Sensor harness with both sensors	1	If both sensors are damaged	X
A9069820000			Single sensor	1	If only one sensor is damaged.	X

Control unit/fault code

Control unit	Fault text
N26/15 - Parameterizable special module (PSM) (MPM907)	<p>B1E2764 - The position of the end position of step 1 is implausible. There is an implausible signal.</p> <p>B1E2631 - The end position 'Retracted' of step 1 was not reached. The signal is not present.</p> <p>B1E2531 - The end position 'Extended' of step 1 was not reached. The signal is not present.</p>

XENTRY Tips

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
885456	REMOVE/INSTALL HOUSING LOWER PART FOR ELECTRIC STEP UNDER SLIDING DOOR	.80		removal of lower step panel to inspect for damage
885460	MICROSWITCH OF STEP REMOVE/INSTALL AND, IF NECESSARY, REPLACE	1.7	08810k5	Replacement of damage sensors/sensors